



PSA Pacific Web-enabling



**Commanding Officer
U.S. Navy Personnel Support Activity,
Pacific**

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Thursday, March 21, 2002
09/03/16



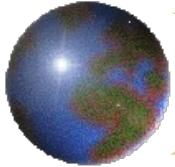
Project Statements

- **Provide more effective and efficient customer service using the latest technology**
- **Provide Sailors a vehicle to manage their pay, personnel and passenger transportation services remotely from their workstation desktop**
- **Save man-hours for both the PSD and the**



Today's Situation (PSAPAC AOR)

- ***Supports ~ 85,000 People***
 - *51,000 Sailors & DOD Civilians*
 - *34,000 Dependents*
- ***Sailors spent 14,202 hours/month, waiting for or receiving service***
 - *101 Sailor-years of lost productivity to the fleet*
- ***32 Customer service technicians***
09/03/16
 - *Costs ~\$1.44M to staff customer*



Vision

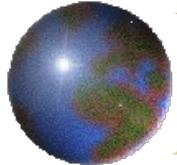
● ***Virtual PSD includes:***

- **DHIMRS** (*DMO and NSIPS until DHIMRS arrives*)
DHIMRS = Defense Integrated Military Human Resources System
- **Electronic Field Service Records**
- **DTS**
DTS = Defense Travel System
- **PKI**
PKI = Public Key Infrastructure
 - ↗ *CAC and Software*

● ***Web-enabled PSDs are the critical link***

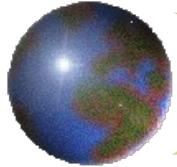
- *Restructured PSDs will continue to ensure integrity in personnel entitlement/management system via*

09/03/16 revised audit processes



Goals and Objectives

- ***Develop a “Virtual PSD”***
 - *Web-enabling PSDs*
- ***Reduce customer traffic in PSDs***
 - *Enhance customer service*
 - ↗ *No waiting in line*
 - *Reduce Sailor’s time away from work*
 - ↗ *Any web capable workstation can contact PSD*
 - *Reduce PSD manpower requirements*
 - ↗ *Eliminate PSD customer service desks*
 - ↗ *Streamline PSD processes and manning*



Four Phase Implementation

- **Phase 1** (*Commencement + 2 months*)

Use of on-line forms

- *Customer completes, prints and signs downloadable forms*
- *PLR delivers to PSD for processing*

Note: Work in progress



Four Phase Implementation (cont)

● **Phase 2** (*Commencement + 3 months*)

Partial web-enabled PSD

- *Customer completes required correspondence online and submits electronically to PSD*
- *Upon completion of PSD action:*
 - ↗ *PSD electronic delivery to PLR*

- or -

Note: ↗ *Appointment made for customer at PSD*
Goal is to limit contact with PSD, moving toward full web-enabled PSD
(if required)



Four Phase Implementation (cont)

● **Phase 3** *(Ready to go when technology arrives)*

Full web-enabled PSD

- *PKI, EFS, DHIMRS and DTS in full use*
- *All transactions effected on-line*
- *No customer service counter required at PSD*
 - ➔ *Increased efficiency gained throughout PSD process*



Four Phase Implementation (cont)

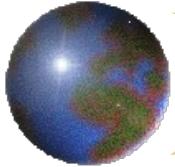
- **Phase 4** (*Technology + leadership POM/PR decision*)

Regional Web-Enabled Personnel Center

- *Placed in strategic locations CONUS/OCONUS*
- *Allows closure of numerous geographically separated PSDs, consolidated under Regional directorates*
- *Reduce number of PSAs to four*

09/03/16 CONUS (West Coast* and East Coast**)   EUROPE **



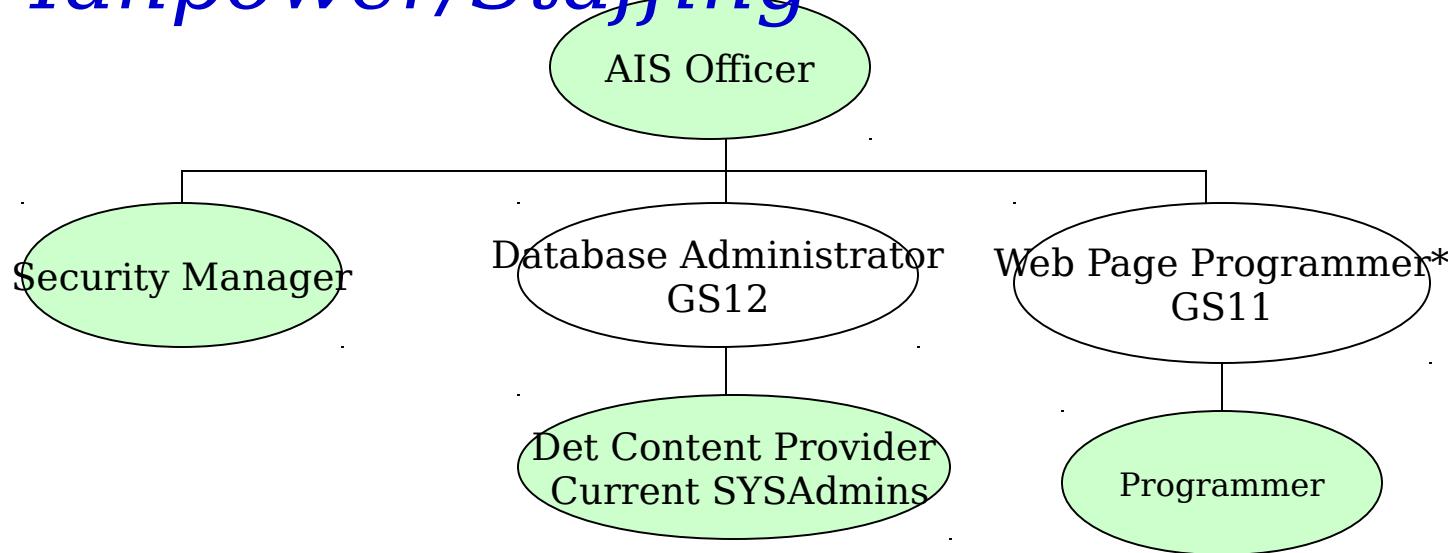


Proposal

- ❖ **Pilot partial web-enabled services at PSD Yokosuka**
 - ↗ *Conduct one year study*
 - ↗ *Measure work load savings*
 - ↗ *Work through adhoc challenges*
- ❖ **Expand program gradually until network partial web-enabling is completed**
- ❖ **Move toward full web-enabled PSDs**
- ❖ **Reorganize PSD network to regional concept**



Proposed addition to Manpower/Staffing

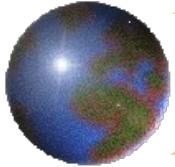


Position already exists



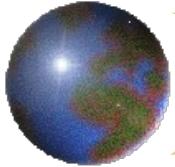
Proposed addition

* 2nd programmer to comes aboard
as growth requires



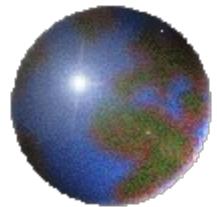
Program / Requirements

- **Servers:**
- **Software:**
 - ↗ *Various Computer Programs* \$34,000
- **Education:** \$66,000
- **Staffing:**
 - ↗ *Database Administrator* \$75,000*
 - ↗ *Web page Programmer* #
\$75,000*
- **Total:** \$250,000
- **Recurring cost after pilot study:**
\$150,000



Conclusion

- Must work pilot program now to ensure PASS program is ready to take full advantage of pending technology
- Fully web-enabled PSD provides:
 - ↗ Aligned with CPF vision towards eliminating PSDs
 - ↗ Improves customer service
 - ↗ Streamlines PSD functions
- Acceptance benefits Navy but may 13



Additional information





Figures/Computations

Detachment	Pers vists (minus ID cards)	Time (minutes)	Phone Calls	Time (minutes)	Total Time (minutes)	TOTAL
DGAR	25	750	30	150	900	15 hrs
SING	25	750	30	150	900	15 hrs
GUAM	50	3000	86	516	3516	58 hrs 36 min
NCTS	20	1200	40	405	1605	26 hrs 45 min
SEOUL	15	900	20	100	1000	16 hrs 40 min
CHINHAE	15	900	20	100	1000	16 hrs 40 min
OKINAWA	19	1140	50	250	1390	23 hrs 10 min
MISAWA	26	1560	100	500	2060	34 hrs 20 min
PEARL	301	18060	325	1625	19685	328 hrs 05 min
YOKOSUKA	80	4800	195	975	5775	96 hrs 15 min
SASEBO	40	2400	90	450	2850	47 hrs 30 min
IWAKUNI	30	1800	25	125	1925	32 hrs 05 min
		37260		5346	42606	710 hrs 06 min

20 work days (Mon avg) x 710 hours and 06 minutes = 14,202 hours and 00 minutes

Note, these computations do not include ID Card issuance.

Each visit is based on a one hour estimate. Each phone call is a 5 minute estimate.

Total pers dedicated to Customer Service Divisions

Hawaii 17

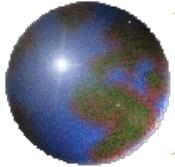
Okinawa 3

Atsugi 6 (also takes care of Milpay)

Yokosuka 6

32 Total dedicated Custserve Pers

All others, people sitting near front conducting daily business assist



Estimated Training Cost

Immediate training for one person

Web Intensive (Dreamweaver/HTML & Fireworks)	5 days	\$1,650
Javascript Intensive (Javascript I & II)	5 days	\$1,650
PHP Intensive	5 days	\$1,650
Windows 2000 Pro/Server	5 days	\$2,000
		\$6,950

Estimated TAD Cost: 3700 (Per Diem) + 765 (transportation) = \$4,465

TOTAL \$11,415

Note: This training could occur in May

Training for group of six or more people

\$2,000 per day for instructor = \$40,000

Estimated Per Diem and Transportation = \$14,362

TOTAL \$54,362

Note: Training would not be immediately available and requires coordination